



CLINICAL CARE MANAGER S@H PROGRAM REGISTERED NURSE POSITION DESCRIPTION

Responsible to: Chief Executive Officer

Responsible for: Conducting assessment, care planning and delivery for clinical care to participants receiving care under the Support@Home Program. Ensuring that assessed and delivered clinical care achieves optimum standards, flexibility, responsiveness and support for participants within legislative and regulatory requirements of the program and the available resources of PAWA CC Inc.

ABOUT THE ORGANISATION

PAWA Community Care Inc. is a non-profit incorporated organisation that provides a range of services to frail aged people in the South West, West, Inner West Sydney, South-East and Nepean regions of Metropolitan Sydney. Services provided include the Home Care Packages Program and the Commonwealth Home Support Programme.

Our VISION

Our vision is to provide care and support services to our target groups and communities. This will be achieved by supporting and maximising their independence and self-help capabilities.

This includes supporting those with complex needs who are at risk of premature or inappropriate institutionalisation, in their own homes.

Our OBJECTIVES

- To support frail, older people to stay living in their own homes for as long as they can and wish to do so
- To address diversity in a holistic and systemic way
- To understand the diverse interests, goals and needs of participants and respond supportively
- To empower participants to make informed decisions
- To support family or other primary care givers in their role
- To deliver flexible, accessible services free of barriers and discrimination, and
- To operate PAWA Community Care Inc. in an effective, efficient and accountable manner in partnership with our participants and staff.

Our VALUES

PAWA Community Care Inc. has the following values:

- We value Excellence in all we do in caring for and supporting our participants
- We value Equitable Treatment for all our participants, regardless of their individual circumstances
- We value Respect for the rights and dignity of our participants
- We value Responsiveness to individual participant needs in a changing world
- We value Inclusiveness of and consultation with participants in decisions related to care and support services provided to them
- We value Honesty and openness in all communications
- We value a Commitment to learning and innovation, seeking constantly to improve all we do through skill and knowledge development
- We value Integrity, high ethical standards and accountability in all we do



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KEY BEHAVIOURS:

Clinical Care Governance:	support the delivery of quality, safe and holistic clinical care
Participant Focus:	recognize, anticipate and focus on specific participant needs and advocate where required.
Flexibility:	recognize and respond to unanticipated events and requirements or sudden changes of priority.
Interpersonal:	establish co-operative and productive relationships by understanding and responding to the needs of others

1 POSITION SUMMARY

Clinical Care Manager - Registered Nurse will provide clinical care management for participants receiving PAWA CC Level 3 and Level 4 Home Care Packages funded by the Commonwealth Government. This will include comprehensive in-home clinical care assessment, monitoring within a professional and clinical management framework, and communicating with the relevant Care Partners, family, clinicians and other service providers and stakeholder as required.

Clinical Care Manager - Registered Nurse will have delegated role and responsibility in the clinical care governance system of PAWACC. This includes modelling professional conduct that is consistent with a commitment to safety and quality at all times and embracing responsibilities for the management of clinical care governance and clinical services.

Clinical Care Manager - Registered Nurse will work within a team environment but will be self directed and independent with the ability to work closely with other team members and organisations in a flexible and collaborative manner to ensure positive outcomes are achieved for participants. This position has a high level of professional accountability and responsibility in line with the registration requirements of Registered Nurses from the Nursing and Midwifery Board of Australia and AHPRA.

CRITERIA

1. Commitment to observe PAWA CC Purpose, Vision, Values, Philosophy of Care and organizational Policies and Procedures.
2. Demonstrated ability to assess and develop strategies to support participants requiring assistance at home, who identify as LGBTI, Aboriginal Torres Strait Islander People and people from CALD backgrounds and provide ongoing care management to those in their designated program.
3. Demonstrated ability to assess and develop strategies to support people requiring assistance at home, to understand the needs of people with dementing illnesses and /or complex care needs, and to provide comprehensive clinical assessment and review of their health needs.
4. Demonstrated ability to communicate effectively.
5. Demonstrated ability to encourage, mentor and guide colleagues in the delivery of safe, high quality care.
6. Demonstrated ability to take part in all aspects of the development, implementation, evaluation and monitoring of clinical care governance processes.
7. Demonstrated ability to work within a funded project according to program guidelines regarding assessment, reporting and accountability.



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8. Demonstrated experience to work in collaboration with employees within the organisation and with external agencies and personnel.
9. Demonstrated ability to ensure the organisational operations are completed in the timeframes required and according to organisation policy and procedures.
10. Demonstrated ability to understand reporting requirements and to comply with them.
11. Demonstrated ability to negotiate with a range of service providers and ensure that they are fully accountable for the service provided.

2 KEY PERFORMANCE AREAS

RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Participant Centred Care 1. According to participant needs provide comprehensive clinical assessment, care planning and review that incorporates PAWA CC Inc. vision, values and behaviours 2. Ensure and evaluate that participant's health care needs are met and quality of life promoted and regularly review 3. Promote healthy active ageing by enabling and supporting whenever possible and as appropriate participant's preferred chosen lifestyle activities 4. Ensure care delivered respects the dignity and human rights of all participants and is tailored to meet individual's diverse needs. 5. Ensure a high level of clinical care is delivered in accordance with participant's individual care needs, organisational policies and evidence based best practice guidelines 6. Adopt appropriate understanding and sensitivity when assessing participants who are presenting with cognitive impairment, depression, anxiety and/or trauma and/or are identified as special needs groups i.e. people who are at risk of becoming homeless, people who are care leavers (which includes Forgotten Australians, former child migrants and Stolen Generations), parents separated from their children by forced adoption or removal, people from lesbian, gay, bisexual, trans/transgender and intersex (LGBTI) communities 7. Built relationships with families and carers which promote inclusion, participation and partnerships in care 8. Develop strong partnerships with staff through ongoing professional role modeling, coaching,	• Evidence of high standards of care • Assessment tools are appropriately completed • Clinical Care Plans are reflective of identified participant health needs • Participant's health needs are regularly reviewed • Participants clinical care plans are monitored to ensure high level of care is delivered • Holistic approach to care is provided • Delivered care is respectful and tailored to individual's diverse needs • Positive feedback from stakeholders and participants • Active communication with Home Care Team • Strong relationships with discharge planners, medical teams and Allied Health professionals • Compliance with appropriate standards • Accurate participant files and documentation is maintained



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debriefing and sharing information 9. Liaise with discharge planners, medical teams and allied health professionals to support participants outcomes and effective business relationships when necessary 10. Maintain appropriate records and documentation	
RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Clinical Care Governance 1. Ensure safe and quality clinical care is delivered to participants as part of a holistic approach and that the care is based on the needs, goals and preferences of the participant 2. Contribute to the design of systems for the delivery of safe, high quality clinical care 3. Contribute to the planning and development of activities relating to the environment of the organisation 4. Take part in the design, implementation and review of policies and practices for: •Defining the scope of clinical practice •Performance monitoring and management •Quality improvement and evaluation •Risk management •Incident management •Open disclosure •Feedback and complaints management 5. Conduct regular audit of organisation clinical care performance 6. Participate in Clinical Care Governance Committee meetings 7. Deliver clinical, and safety and quality education and training 8. Deliver IPC (Infection Prevention and Control) training to staff 9. Maintain vigilance for opportunities to improve organisation clinical care performance 10. Ensure that identified opportunities for improvement are raised and reported immediately	• Valuable contributions made to ensure the organisation delivers high quality of clinical care to participants • Regular reviews of participant clinical outcomes are conducted to identify opportunities for improvement in delivering appropriate care • Identifying and acting on opportunities for improvement • Valuable contributions made to the design and implementation of organisation's policies and practices • Timely and appropriate management of clinical care risks • Following through with open disclosure • Participate in regular audits and review of organisation clinical care systems • Assist in analysing and addressing adverse events including through Clinical Care Governance Committee • Appropriately escalates participant safety issues to the participant Care Partner and/or CEO • Participates in regular Clinical Care Governance Committee meetings • Clinical care and IPC education and training is delivered staff regularly • Specific performance concerns are reported in a timely manner
RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Administrative/Financial 1. In cooperation with the Senior Care Partner and CEO,	• All regulatory and statutory requirements are observed.



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ensure that all regulatory requirements and other statutory requirements are observed in the administration and operation of PAWA Community Care Inc. - Maintain high standard of documentation and ensure compliance with program and regulatory requirements. - Oversee the implementation, customization and maintenance of information management and database systems (including e-Tools) in conjunction with the Home Care Team and the Chief Executive Officer and when needed external IT support providers. - Ensure appropriate data and records for participants are maintained at all times.	- High standard of required documentation is delivered. - Contributions to the implementation, customization and maintenance of organisational information management systems are confidently made. - All required reporting documentation is accurately completed and maintained. - The currency and accuracy of participant data and records is ensured.
RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Registration - Demonstrate and maintain the ability to meet the Australian Nursing and Midwifery Board of Australia competencies for Clinical Care Lead-Clinical Care Lead-Registered Nurses. - Hold current Clinical Care Lead-Clinical Care Lead-Registered Nurse with AHPRA. - Participate in professional development activities to accumulate Continuing Professional Development (CPD) points necessary for annual registration.	- All required competencies are achieved. - Evidence of currency of registration with AHPRA is submitted. - Required professional development activities are completed to accumulate necessary CPD points.
RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Organisational Development - Actively contribute to operational planning and decision-making processes. - Attend all relevant staff meetings and provide written reports as required to the Chief Executive Officer. - Develop and/or contribute to the development of resources to support participants and organisation activities. - Participate in marketing activities to promote PAWA Community Care to the wider community. - Operate as part of a team and contribute to creating a workplace that is free of discrimination, harassment and bullying. - Adhere and role model PAWA CC Code of Conduct. - Contribute to an effective organisational quality	- Sound contributions made to organisational planning and decision-making processes. 95% rate of attendance in staff meetings. - Contributions made to the development of organisational resources. - Confident and ongoing promotion of PAWA Community Care is achieved. - Professional communication and conduct at all times is achieved.



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management system.	
RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Continuous Improvement 1. Understand the need for continuous improvement. 2. Report participant feedback to ensure a high standard of participant service. 3. Contribute to the development of PAWA CC culture of ongoing quality assurance, quality improvement and compliance with program standards and relevant legislation. 4. Participate in events and professional development to maintain knowledge and skills.	• Evidence of effort to ensure best practice • Appropriate reporting of ideas and constructive feedback to relevant personnel. • Active participation in continuous improvement processes and implementing change. • Active support and implementation of improvement initiatives.
RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Infection Control and COVID 19 risk management 1. Promote and ensure compliance with Infection Control guidelines and practices 2. Ensure the use of protective clothing when attending participant needs 3. Ensure correct infection control techniques are practiced when attending participants i.e. frequent hand washing 4. Undertake a leading role as a member of PAWA COVID management team: Conduct risk assessments of COVID cases, provide guidance to staff on management of individual cases, provide support and guidance to participants on managing of COVID infections, liaise with brokerage providers regarding their processes in managing COVID, conduct regular review of PAWA COVID management strategies, work with CEO and Senior Care Partner on ensuring organisation compliance with Government Guidelines.	• Safe work practices are always implemented and encouraged to others to do likewise. • Infection control principles are followed • Risk of spreading infection is minimised • Unsafe or unprofessional conduct is rectified appropriately • All risks and hazards are promptly reported and managed • Adopted personal care practices (including organisational Infection Control procedures) are safe for participants and staff. • Adherence to evacuation policies and procedures. • Adopts appropriate manual handling techniques, and approved equipment in accordance with organisational policy and procedure.
Work Health and Safety/Fire Safety 1. Follow PAWA CC Emergency and Safety Procedures, WHS guidelines, Fire Regulations and ensure PAWA CC Policies and Procedures are followed and necessary reporting requirements are realised. 2. Ensure safe, secure environment for direct care staff, carers, participants and self. 3. Promote the national Standards for Manual Handling and that the duties are performed in accordance with the recommended practice	• All identified COVID infections are managed timely and effectively. • COVID infection register is kept up to date. • COVID management strategies are regularly reviewed against Government guidelines. • All compulsory WHS training is completed successfully



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4. Always embrace safe workplace and risk management practices.	
RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Professional Development - Attend mandatory training as required - Pursue own professional development, enhance skills and keep abreast of all changes and professional requirements in relation to the Aged Care Industry - Participate in annual performance appraisal and skill assessment Performance Appraisal - Participate in own performance appraisal: - Six months after date of commencement; - Annually thereafter; - At cessation of employment.	- Mandatory training is successfully completed on time - Completes the minimum of training required for annual registration - Achieves professional development that is relevant to the job role. - Prepares and actively participates in own performance appraisals as required.

KEY COMPETENCIES/CRITERIA:

- Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA)
- Aged care, community or home care nursing experience
- Sound clinical knowledge
- Care planning experience
- Competent in male and female catheterisation
- Competent in chronic wound care management
- Access to the internet and a smartphone
- Superior interpersonal and communication skills
- Access to a reliable vehicle with comprehensive insurance
- Courteous and professional manner
- Ability to judge changing situations and make decisions independently and safely
- Ability to build trust and confidence with participants
- Ability to work independently.
- Well-developed organisational skills and ability to prioritise and refer for medical support as needed
- Experience in supporting best practice and quality improvement strategies
- Action orientated with high level of ability to take initiative.
- Commitment to work in harmony with the program philosophy and organisational vision and values.
- Sound knowledge of WHS Legislation.
- Current Australian Driver's Licence.
- Current First Aid Certificate.

Desirable Criteria:

- Bi/multi-lingual or from a CALD background

Award Level: Nurses Award – Level based on Skills and experience



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Acknowledgement of Agreement

After reading and discussing this document with PAWA CC Inc. staff member I agree that:

- I understand the expectations and inherent requirements of the position.
- I acknowledge the nature of the position, the operating context and the conditions within which I will work.

Signature _____ Date _____

Name (print) _____